

A. Performance from the ACCT Perspective

The Agency Council on Coordinated Transportation (ACCT) is a partnership of state agencies, transportation providers, and consumer advocates working to remove transportation as a barrier to full participation in the community, especially for people who because of low income, age, or disability do not have access to adequate transportation. ACCT facilitates a statewide approach to coordinating transportation. Through the coordination of transportation services, programs can increase their effectiveness and efficiency and can maximize the use of community resources and provide more rides to a greater number of persons with special needs.

ACCT held a summit last year in which state agency managers, transportation providers, and policy makers worked to identify indicators and performance measures of a successful coordinated public transportation system for providers, purchasers, and riders. They decided that “cost per trip” most closely reflects the goals and mission of ACCT. “Cost per trip” measures cost efficiency in providing public transportation. The following bullet points use “cost per trip” as a case in point to guide the discussion about evaluating the effectiveness of grants.

Ambiguity: Definitions of Data Elements

- What constitutes a trip (e.g. individual boardings, linked trips)?
- What should be included in costs (e.g. direct operating cost, administrative costs, social costs, subsidized costs)?

Feasibility: Availability of Data

- Do agencies and providers collect the necessary data elements?
- Does this measure have relevance to providers and customers?

Universality: Making Comparisons across Providers

- How does this measure change according to the type of provider or service (e.g. urban versus rural, fixed route, demand response)?
- How important is standardization of the measure?

Notes from March 13 Work Group

Work Group A, discussed these issues on Performance from the ACCT Perspective:

Cost Per Trip depends on:

- Length (100 mile trip vs. 5 mile trip)
- Type of trip
- Geographic area
- Regional cost/trip

Individual Agencies – Review annual changes, historical references

Dead head variables

Buses, vans, volunteer drivers

Rides per hour, coordinating

- Management Tools
- Change in cost over time
- Can't compare agency to agency

What do you want from the information?

- More money
- Legislature show effective service
- How many served outside of required ADA minimum

No consistent measures (obligation to serve)

- Transit trip
- Volunteer trips (less money)
- Types of services within regions

Measure quality of service

- Surveys
- DOT Team Review
- Peer review

Should not use a single measure

- # of trips/rides, fleet vehicles
- # of miles*, fleet vehicles
- # of hours*

*Include deadhead definitions